



Welcome to the City of Bridge City, Texas

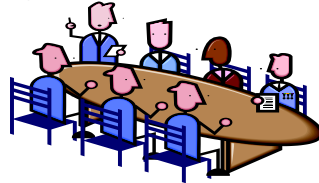
260 Rachal
P. O. Box 846
Bridge City, Texas 77611
(409) 735-6801
Fax (409) 735-3349

Website: www.bridgcitytex.com

Updated 2/4/2020

CITY ADMINISTRATION

The City of Bridge City operates under a City Manager/Council form of government with a Mayor and six Council members. The City is governed by a Home Rule Charter that was adopted in 1974. City Council meetings are held the 1st and 3rd Tuesday of each month at 6 p.m. at City Hall located at 260 Rachal. Normal business hours are 8:00 a.m. until 5:00 p.m. Monday through Friday.



CITY FACILITIES

LIBRARY

The City of Bridge City Public Library is located at 101 Parkside Drive just off of W. Roundbunch adjacent to the Bridge City Community Center. The Library hosts 20,000+ volumes and is a member of Houston Area Library System. The Library hours are 10:00 am - 6:00 pm Monday through Wednesday, 1:00 pm - 7:00 pm Thursday and 9:00 am - 2:00 pm Friday. Phone (409)735-4242.



COMMUNITY CENTER

The Bridge City Community Center is a 7,400 square foot public facility. It is available for rental for large functions (capacity 250), meetings, wedding receptions, family reunions, etc. The center is located at 105 Parkside Drive, right beside the Library. Call 409-735-6801 for more information.

SENIOR CITIZEN HALL

The Bridge City Senior Citizen Hall is located at 103 Parkside Drive just behind the Library and Community Center. The Center provides meals, activities and health screenings for Senior Citizens of the community, Monday through Friday 9:00 am to 1:00 pm. Call 409-735-7773 for information on senior services. This building is available for rental (capacity 40) after 1 pm on weekdays and anytime on weekends and holidays.

The Bridge City Senior Citizen Hall is a 1,500 square foot facility that is also available for rental for smaller functions such as bridal or baby showers, birthday parties and small meetings, etc. Call 409-735-6801 for rental information.

PARK PAVILION Located in the middle of the Library, Community Center and Senior Citizen grounds is an open air pavilion with BBQ pits, picnic tables and playground equipment. Call 409-735-6801 for more information on reservations. Electricity and lighting is available.



SPLASH PAD Located between the Park Pavillion and the Library.
Not available for rentals.



ANIMAL CONTROL

The City of Bridge City has one Animal Control Officer that works at the direction of the Chief of Police. The Animal Shelter is located at 295 Bower. **Call 409-735-8898 or 409-735-5028 for assistance.**

The City of Bridge City animal control ordinance requires all dogs be registered with the City. Tags are issued annually at the beginning of each year and expire on the last day of each year. The charge is \$1.00 and proof of rabies immunization is required. Tags are available at City Hall or at the Animal Shelter.

CODE ENFORCEMENT

The City of Bridge City Code Enforcement and Inspection Department's goal is to provide and maintain safe housing and public buildings for all citizens of Bridge City. Inspections are made to insure that commercial and residential buildings are safe and that all work performed is up to code.

Permits and Inspections are required for:

- | | |
|--|--------------------|
| All New Construction | Swimming Pools |
| Building Additions / Alterations | Roof Construction |
| Electrical, Plumbing and Mechanical Work | Culverts |
| Garages, Storage Sheds & Barns | Water & Sewer Work |
| Lawn Sprinkler Systems | Signs |
| Mobile Homes | Fences |
| Structure Demolitions | Slab Correction |
| House Moving | |
| Remodeling of All Structures | |



The City of Bridge City also issues permits for:

- Itinerant Vendors
- Peddlers / Solicitors
- Coin Operated Vending Machines

MUNICIPAL COURT



Bridge City Municipal Court is located in the Police /Court Building located at **110 Rachal**. The court is open Monday through Friday, 8:00 am to 5:00 pm. Arraignments are held on Wednesdays, 8:30 am - 11:00 am and again from 1:30 pm to 4:00 pm. Juvenile cases are handled from 4:00 pm - 5:00 pm. Court payments may be placed in the drive thru depository in front of City Hall after hours. Court payments may also be paid online at www.BridgeCityTex.com or you may call 1-800-530-8085 to pay your fine by phone. Please call the court to get the correct fine amount or your payment may be denied. For information, call 409-735-2236.

POLICE

The City of Bridge City Police Department is located at **110 Rachal** (behind the Raceway on Texas Ave). Hours for administrative offices are 8:00 am to 5:00 pm Monday through Friday. For non-emergency informarion call 409-735-5028.



**FOR EMERGENCY POLICE AND FIRE
ASSISTANCE DIAL 9-1-1
TWENTY FOUR HOURS A DAY**

FIRE AND RESCUE



The Bridge City Volunteer Fire and Rescue, is an agent of the Orange County Emergency Service District #2 and serves Bridge City. The Central Station is located at 330 Bland. Non-Emergency Phone is 409-735-2419.

For an emergency call 9-1-1

OTHER IMPORTANT NUMBERS

Orange County Appraisal District	409-745-4777
Orange County Courthouse	409-883-7740
Orange County Tax Office	409-882-7971
Orange County Sheriff's Department	409-883-2612



Orange County Landfill	409-745-2880
Justice of the Peace Precinct #3	409-882-5310
Electricity (Provided by Entergy)	1-866-446-6587
Natural Gas (Provided by Center Point)	1-800-376-9663
Cable TV (Provided by Spectrum)	1-800-222-5355

**Fair Housing Public Service Announcement:
Fair Housing, It's the Law**



To promote fair housing practices, the City of Bridge City encourages potential homeowners and renters to be aware of their rights under the National Fair Housing Law.

Title VIII of the Civil Rights Act of 1968, as amended, prohibits discrimination against any person on the basis of race, color, religion, sex, handicap, familial status or national origin in the sale or rental of units in the housing market.

For more information on fair housing or to report possible fair housing discrimination, call the U.S. Department of Housing and Urban Development's toll-free hotline at 1-800-669-9777.

UTILITIES

WATER & SEWER UTILITIES



The City of Bridge City Utility office, located at 260 Rachal, in the Municipal Building, will take care of your water, sewer and garbage services. Hours of operation are Monday through Friday, 8:00 am to 5:00 pm. The initial water service deposit is \$125. Utility meters are read monthly and billed by the 4th of each month. Utility bills are due monthly by the 18th to avoid additional fees. A drive thru depository is available in front of City Hall 24 hours a day. Online payments are accepted at www.BridgeCityTex.com or you may have your checking account drafted monthly, you may also come into City Hall and make your payments. Mastercard, Visa and Discover cards are accepted at

City Hall and online. Payments can also be made by phone, call 1-833-259-4022. See below for additional billing information.

SANITATION

The City of Bridge City contracts with Republic for garbage pick up. All garbage pick ups are done by Republic once a week – service is required and included on monthly utility bill. A service date will be given when utility services are started.

Roll-off dumpsters are provided for City residents to use only on Tuesday and Saturday 9am -4pm – no contractors – fees apply. Please bring a copy of water bill.

Bulk item pick up is provided twice a month. Call City Hall at 409-735-6801 to report that you need a pick up.

See below for additional detailed information.

UTILITY BILLING & COLLECTIONS **Hours: 8 a.m. - 5 p.m. Monday through Friday.** **(409) 735-6801**

The Utility Billing Department, located in City Hall at 260 Rachal, is responsible for maintaining the Utility Billing system for water, wastewater, street maintenance, and sanitation services. The City maintains over 3,500 active accounts, which are billed on a monthly basis. The City contracts with Republic for collection of garbage, and provides consolidated billing for these services with the customer's water and wastewater bills.

Below is information that we hope will be helpful to you:

1. How to open a new utility account
2. Bank Drafting
3. Service Agreement
4. Rate Chart
5. How to Transfer Service
6. How to Disconnect Service
7. Reasons for Service Cut Off
8. Garbage
9. Roll-Off Dumpsters Available
10. Frequently Asked Questions

HOW TO OPEN A NEW ACCOUNT:

To apply for water, sewer and garbage service within the City of Bridge City, you will need to come by our office located at 260 Rachal St., Bridge City, Texas.

Information required for the brief application includes:

Drivers license for you and anyone else you want on the account.

Social security numbers for you and anyone else you want on the account

Place of employment: name of company, address, and phone number.

Signature of person applying for service.

Initial Deposit: \$125.00. A partial payment of \$62.50 can be made at the time of application and the remaining \$62.50 will be billed on your 1st monthly utility bill. The City does require a \$125 deposit for every meter. Deposits are held until service is terminated; the deposit is then applied to the final billing.

Water; wastewater (sewer), garbage, street maintenance and water/sewer maintenance rates are established by City Ordinances. These rates vary by customer type (residential, commercial, in-city, outside of city). Both water and wastewater charges have a minimum charge. Customers with no water consumption during the month will be billed the minimum charges. Please see our rate chart for billing amounts. All customers on city services are required to have garbage pick-up.

Water meters are read monthly and the sewer is based on the water consumption. **Bills are mailed by the 4th of each month and are due by the 18th of the same month.** Please call the billing office if you have not received your bill by the 10th of each month. **Payments are due whether you receive a bill or not.** If payment is not received by the 18th of each month, a \$10 late fee will be added. Should the 18th day of the month fall on a Saturday, Sunday, or holiday, those payments in the City's drive thru depository, online and phone payments, and the City's post office box at 8:00 a.m. on the 19th or the next working day will be considered paid on the 18th. Should payment not be received by the 4th of the subsequent month you will receive a bill with the current balance, the past due balance and a note that you are delinquent. You will be placed on the disconnection list if the full payment is not received by the 28th of the month following the initial delinquency. A \$30 reconnect fee will be collected before service is restored. Should the 28th day of the month fall on a Saturday, Sunday, or holiday, those payments in the City's drive thru depository, online and phone payments, and the City's post office box at 8:00 a.m. on the 29th or the next working day will be considered paid on the 28th.

If a utility customers service has been disconnected for non-payment more than three (3) times in a twelve (12) month period, the initial \$125 deposit will be increased by \$50.

If a utility customer has not been subject to the reconnect fee of \$30 in the preceding twelve (12) month period, that fee will be waived.

Convenient ways to pay your utility bill:

- Sign up for Bank Drafting. There is no cost to you and you will ensure that your bill is paid in a timely manner. Your payment will be automatically drafted from your bank account on the 13th of each month so you can also save on postage or eliminate a trip to City Hall. You still receive your monthly bill so that you can still monitor your consumption and record your payment. Come by City Hall to complete an application and attach a voided check to get started. * It is important to remember that inadequate funds in your account will be handled like a returned check. Both your bank and the City will assess the appropriate service charges.*
- There is a drive-thru depository box available in front of City Hall for your convenience. Please make sure you have your account number included with all payments or correspondence. **Please do not put cash in the drive-thru depository.**
- Pay online at www.BridgeCityTex.com. The first time, you will need to know how much your last payment was and your account number to set up your online account.
- Mastercard, Visa and Discover cards are accepted at City Hall, online and by phone for payments. All online payments paid with credit or debit card will be assessed convenience fees and a 3% fee. Office payments will be assessed a 3% fee only.
- Phone payments are accepted by calling 1-833-259-4022, an address and account # will be needed.

Utility customers are allowed four (4) extensions (two weeks each) on utility bills per calendar year. Please come by the Utility Billing office to sign for the extension.

BILLS MUST BE PAID IN FULL BY THE 28TH TO AVOID DISCONNECTION AND ADDITIONAL CHARGES

HOW TO TRANSFER SERVICE:

If you have a current account with the City of Bridge City, and are simply moving from one location to another within the City, that can be arranged over the telephone. Call us at 409-735-6801 and we will arrange for uninterrupted service. For your convenience, we allow service at both locations for 2 weeks without an additional deposit. If you require more than 2 weeks, we request you complete an application for service at your new location and pay the \$125 deposit. Transfer fee of \$10 will be assessed.

HOW TO DISCONNECT SERVICE:

If you are moving out of the City of Bridge City, please call us at 409-735-6801 tell us when you want to discontinue service at your address and furnish a forwarding address. The security deposit will be credited to your final bill. If there is a remaining balance due, you will receive a final billing. If there is a credit balance, you will receive a final billing and a check from the City of Bridge City. Service can be disconnected on workdays only between 8:00 a.m. and 5:00 p.m.

REASONS FOR SERVICE CUT-OFF:

Water service may be terminated for any of the following reasons:

- Failure to meet applicable provisions of law
- Violation of rules and regulations pertaining to utility services
- Failure to pay bill by 28th of month
- Failure to pay extension or installment plan payment agreement
- Failure to pay security deposit
- Failure to arrange payment of a returned check
- Unauthorized connection to the water supply system
- Tampering with meters
- Willful or negligent waste of services due to improper or imperfect pipes, fixtures, appliances, or otherwise
- Theft or diversion and/or use of services without payment
- Vacancy of premises

CITY OF BRIDGE CITY SERVICE AGREEMENT

I. **PURPOSE.** The City of Bridge City (hereafter referred to as "City") is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water distribution system construction configuration. The purpose of this service agreement is to notify each customer of the plumbing restrictions that are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.
- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from public water system by an air-gap or an appropriate back flow prevention device.
 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone back flow prevention device.
 - C. No connection that allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting that contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
 - E. No solder or flux that contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Bridge City (the Water System) and (the customer).
- A. The City will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any

major changes to the water distribution. The inspections shall be conducted during the City's normal business hours.

- C. The City shall notify the Customer in writing of any cross-connection or other potential contamination hazard, which has been identified during the initial inspection or the periodic inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any back flow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the City.

IV. ENFORCEMENT. If the customer fails to comply with the terms of the Service Agreement, the City shall, at its option, terminate service or properly install, test, and maintain an appropriate back flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

GENERAL INFORMATION FOR GARBAGE AND TRASH COLLECTION

GARBAGE SERVICES:

The City of Bridge City contracts with Republic for collection of garbage and bulk trash. Should you have a service problem, please contact the City at 409-735-6801 or Republic at 409-724-2371. If you have a question concerning your bill, please call the Utility Billing and Collections Office at 409-735-6801.

Garbage for residents and commercial (non-dumpster) will be collected once a week. **Garbage must be out by 7:00 a.m. on your designated pick up day(s).** All garbage must be inside the 96 gallon cart that has been provided. Waste not in this cart will not be collected. Should one (1) cart not be sufficient, you may get one (1) additional cart for an additional charge by contacting the Utility Billing and Collections office at 409-735-6801.

Garbage is collected Monday through Friday. If you do not already know your collection days please contact the utility office at 409-735-6801 to find out what day your garbage will be collected.

YOUR GARBAGE COLLECTION DAY IS:

- Garbage MUST BE PLACED INSIDE CART to be picked up – **No garbage will be picked up outside of this container**
- Please bag your garbage to prevent spills or blowing trash during collection process
- Place cart between road and ditch line, at the end of drive or by curb
- Place handle of cart facing the house
- Allow approximately three (3) feet between carts, mail boxes, poles, etc.
- Do not place hot coals or any type of hazardous material in these carts
- If you live on a dead end street you need to find out where to place your cart – call 409-735-6801
- Thanksgiving and Christmas are the only holidays that will effect garbage collection unless otherwise notified.

BULK TRASH COLLECTION:

Residents must call the utility office at 409-735-6801 by the 1st and 3rd Monday of each month to schedule bulk trash pick-up, which will be collected on that Wednesday. This service is included in monthly garbage fee.

- BUNDLES OF BRUSH – Tree and brush trimmings are required to be bundled and securely tied together, not to exceed four (4) feet in length or fifty (40) pounds in weight.

- ONE LARGE ITEM can be collected, as long as you notify the City 409-735-6801 in advance. This may include a large piece of furniture or an old appliance, as long as it is an item that can be accepted by the landfill (nothing with Freon, etc). **SEE ATTACHED PAGES**
- ITEMS NOT ACCEPTED FOR PICK UP – Old paint cans, tires, batteries, appliances with Freon, oil, anything considered hazardous waste, etc.
- DISPOSAL OF ITEMS WITH FREON – Due to State regulations, an item cannot be picked up if it contains Freon, such as air conditioners or refrigerators. Requirements for pickup are:
 - Certified technician must remove the Freon
 - A letter from the technician must be attached to the appliance
 - The letter must state the Freon was removed with the customer's name and address on the letter, along with the technician's name and signature.
 - Check with the Southeast Texas Regional Planning Commission for dates and locations to dispose of hazardous waste items.

GENERAL INFORMATION ON ROLL-OFF DUMPSTER SERVICE

This service is for residents only - no contractors.

A dumpster is available for the citizens of Bridge City to use. Proof of residence is required - Water bill and drivers license preferred. The dumpster is located at the Public Works Facility on Nitsche Street. Hours of operation are Tuesday and Saturday, 9:00 am to 4:00 pm, except on holidays. There is a cost for this service based on the size of the load. Dumping fees will be assessed on the water bill. Attendant can not accept payments. Please bring your water bill with you. The charge will be applied to your account on the next month bill. Fees are as follows:

1/2 pickup load (approx. 1 yard)	\$ 5.00
Level pickup load (approx. 2 yards)	\$10.00
Above level pickup load (approx. 3 yards)	\$15.00
Trailers & large trucks	\$8.50/ cubic yard

Accepted items:

- Furniture
- Trash (Non-food items)
- Appliances WITHOUT Freon (Must be tagged by Certified Technician)
- Limbs
- Brush

NO household garbage accepted - this is normally picked up once a week by Republic

NO hazardous materials allowed - Unaccepted items:

- Batteries
- Tires
- Paint cans
- Any Hazardous Materials:
 - Gasoline
 - Oil
 - Paint
 - Freon
 - Chemicals of any kind
 - Corrosives or flammables
 - No Liquids of any kind

If you can not bring items to the dumpster, please call city hall 409-735-6801. We can schedule a large item pick up or bulk pick up if you call by the 1st or 3rd Monday of each month. Your trash will be collected by the Wednesday of the same weeks (see above Bulk Trash Collection for more details).

For emergency utility services after hours or weekends contact the Bridge City Police Dept. at 409-735-5028 there is a utility service technician on call at all times.

FREQUENTLY ASKED QUESTIONS:

1. Why is my bill so high?

The water portion of your bill is based on the amount of water that passes through your meter. That is why it is important to use water wisely. See the Rate Chart. Your bill has a minimum charge for water and sewer, if you have no usage up to a consumption of 2,000 gallons you will be billed the minimum bill.

Leaks, especially a commode leak will run your usage high. Check your toilets with the dye test. Drop a few drops of food coloring in your tank and let it sit for at least an hour. If the coloring runs into the bowl then you probably need to change the flapper in the bottom of the tank.

See WATER WISER DRIP CALCULATOR at <http://www.awwa.org/resources-tools/public-affairs/public-information/dripcalculator.aspx>.

Shower (5 minutes)	30 Gallons
Toilet Flushing	5 – 7 Gallons
Brushing Teeth	10 Gallons (Tap running)
Tub Bath	25 Gallons
Shaving	20 Gallons (Tap running)
Washing Hands	2 Gallons (Tap running)
Dishwasher	15 Gallons per load
Washing Machine	25 – 30 Gallons per load
Leaking Toilet (some leaks you will NOT hear)	Up to 200 or More gallons per day
Dripping Faucet	Up to 20 gallons per day

2. How do you determine my wastewater (sewer) charge?

Your sewer usage is based on the amount of water usage. Most water runs through the sewer system.

3. Why is my wastewater (sewer) charge higher than my water charge?

We are required by the TCEQ to clean wastewater before returning it to the environment. The dirtier the water is, the more expensive it is to clean it.

4. **Where is my meter, and when do you read it?**

Your water meter is located just below the ground in the meter box located on the utility easement, normally adjacent to the street. Your meter registers in gallons. Please call City Hall at 409-735-6801 so we can read your meter for you. We can access the meter automatically or if we need to we can send a Technician to read the meter. If you damage or tamper the automatic meter, charges may be applied to your account.

You can check your water usage by taking your most recent utility bill and locating the “present” reading. By subtracting the current reading you received from City Hall from the “present” reading on your most recent bill, you can determine your consumption since the meter was last read. If the current reading is less than the “present” reading noted on your bill, a reading error or error in data entry may have been made. Please call our office at 409-735-6801 for assistance in correcting this. We do try to catch these errors prior to billing, but sometimes they do slip by. For billing purposes, your meter is usually read sometime around the 18th of each month. Keep in mind that the bill is for a month prior – you can note the “service from” and “service to” dates on your bill.

Your meter can also be used to determine the presence of “problems” in your plumbing system. If you notice your bill is getting higher or you suspect you may have a leak, please call City Hall at 409-735-6801. We can assist you in determining when or if you may have a leak. Failure to get this problem fixed will result in higher consumption and a higher utility bill.

If you call for the City to re-read the meter and the reading is correct, there will be a \$15 fee added to your account.

We hope you will enjoy living in Bridge City. If we can be of any additional assistance, please call 409-735-6801.